



CITY FINANCE BROKERS

TERMS OF BUSINESS & DISCLOSURE DOCUMENT

RESIDENTIAL MORTGAGES & PROTECTION INSURANCES

About Us

City Finance Brokers Ltd is an independent mortgage, finance and protection specialist based in the heart of the City who specialise in providing professional advice and arrangement across a wide variety of property transactions for private individuals and corporate clients.

What We Offer

Mortgages - we offer an independent mortgage service. This means we will not place any restrictions on the mortgages we have access to, but we will not consider any deals that are only available directly from a lender or with whom we do not have an agency agreement.

Insurances - we offer non-investment protection products, such as term assurance, income protection and critical illness, from a range of reputable insurers.

General Insurance - we offer buildings & contents insurance, accident, sickness & unemployment (ASU) and private medical insurance from a range of insurers.

Our Services

We offer a full advice, recommendation and arrangement service. We will assess your personal circumstances and requirements, including a detailed assessment of your affordability and narrow down the selection of provider and recommend a mortgage and/or protection product that meets your needs. Where applicable, we will research and confirm if a secured second charge loan and/or Further Advance is more appropriate.

Our Commitment to You

We are committed to offering our customers the highest possible standards of service. We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you. We commit to being open, honest and transparent in the way we deal with you and not place our interests above yours. We will communicate clearly, promptly and without jargon; providing you with clear information about the products and service we offer, including fees and charges. We will also establish your income, affordability and ascertain your individual needs, objectives, preferences and circumstances before recommending a suitable product. We encourage you to ask if there's something you don't understand and will give you access to a formal complaints procedure in the unlikely event you become unhappy with our service.

Your Commitment to Us

To help us give you the most appropriate advice, we will ask you to tell us in as much detail as possible your income and outgoings to enable us to properly assess how much you can afford both now and in the future. We ask that you to let us know about any changes that might affect your ability to repay a mortgage or if there is any aspect of our service, or of a product we have discussed or recommended that you don't understand. We also welcome feedback if you think there are ways we can improve upon our service.

Who Regulates Us

The Financial Conduct Authority (FCA) is the UK's independent watchdog that regulates Financial Services. City Finance Brokers Ltd is directly authorised and regulated by the FCA to advise on and arrange regulated mortgage contracts, non-investment insurance contracts and general insurance.

Our Financial Services Register Number is 766295. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/firms/systems-reporting/register or by contacting the FCA on 0800 111 6768.

The FCA does not regulate some types of mortgages and loans, such as Buy to Let or Commercial Finance.



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Anti-Money Laundering Regulations (AMLR) & Criminal Justice Act 1993

To comply with the AMLR we are obliged to "Know Your Customer" and must verify your identity. We are required to obtain information as to the purpose and nature of the business which we conduct on your behalf and to ensure that the information we hold is up-to-date. For this purpose, we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship with you, not just at the beginning.

How We Are Remunerated

Mortgages - we charge fees for the services we provide, the amount of which will depend on the complexity of the transaction and will fall due upon provision of the advice, recommendation and/or arrangement of a mortgage product. In addition, we may also receive a commission from a lender for introducing and administering the placement of business with them. We will confirm the amount of fees payable prior to you proceeding.

For illustration purposes, if the mortgage is £250k, the fee payable would be £2,500 which equates to 1% of the loan size borrowed. In the event of non-disclosure of any material information about your personal circumstances that results in a lender rejecting your application, our fee will become payable. We also do not provide a refund if you decide not to proceed with the mortgage we have recommended or arranged.

Insurances - we do not charge a fee for these services as we will normally receive commission from the insurance provider.

Complaint Handling

City Finance Brokers Ltd strives to provide excellent service and customer care. However, if something goes wrong, we are committed to handling complaints quickly and efficiently. If you wish to register a complaint, please contact us in writing to: Compliance Officer, City Finance Brokers Ltd, Tower 42, 25 Old Broad Street, London. EC2N 1HN; or by phone to 020 3950 2985.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at www.financial-ombudsman.org.uk or by contacting them on 0800 023 4567.

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

- Mortgage advising and arranging is covered for 100% up to a maximum of limit of £50,000.
- Insurance advising and arranging is covered for 90% of the claim, without any upper limit.

Further information about the limits applicable to the different product types is available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

Conflicts of Interest

While we offer independent advice, occasions sometimes arise where we - or one of our customers - will have some form of interest in business that we are transacting for you. If this happens, or we become aware that our interests, or those of one of our other customers, conflict with your interests, we will inform you in writing and obtain your consent before we carry out your instructions.

Cancellation Rights

Certain protection and insurance contracts allow you the right to cancel after a contract has been put in force. Prior to you entering into a contract of protection or insurance we will provide you with specific details should this apply to include: its duration; conditions, practical instructions and any costs for exercising it, together with the consequences of not exercising it.



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Termination

Our authority to act on your behalf may only be terminated in writing at any time by either party and without prejudice to the completion of any transactions initiated prior to receipt of from the date issued of such notice.

Force Majeure

City Finance Brokers Ltd shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

Law

These terms are governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

WARNING

Your home is at risk if you do not keep up repayments on your mortgage or any other loan secured against it.

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Mortgage Scheme Disclaimer

- You hereby confirm that the purpose of the mortgage being arranged for is for residential purposes only and will be occupied by you or your immediate family only. If your situation changes and you later decide to let your property out, you must inform your lender and obtain their permission and consent to let. Failure to do so will put you in breach of your mortgage conditions.

Protection Insurances Disclaimer

- You hereby confirm that you have been made aware of the importance of protecting your financial security in the event of an unforeseen occurrence and understand the implications of not effecting suitable and associated protection insurances, such as life assurance and income protection. You acknowledge that it is ultimately your responsibility to ensure that you are adequately insured.

Declarations

I/we confirm that I/we have read, understood and accept the information and terms contained herein.

I/we give my/our consent to proceed for the purpose of arranging a mortgage, protection or general insurance product on my/our behalf.

Applicant 1

Name _____

Signature _____

Date _____

Applicant 2

Name _____

Signature _____

Date _____